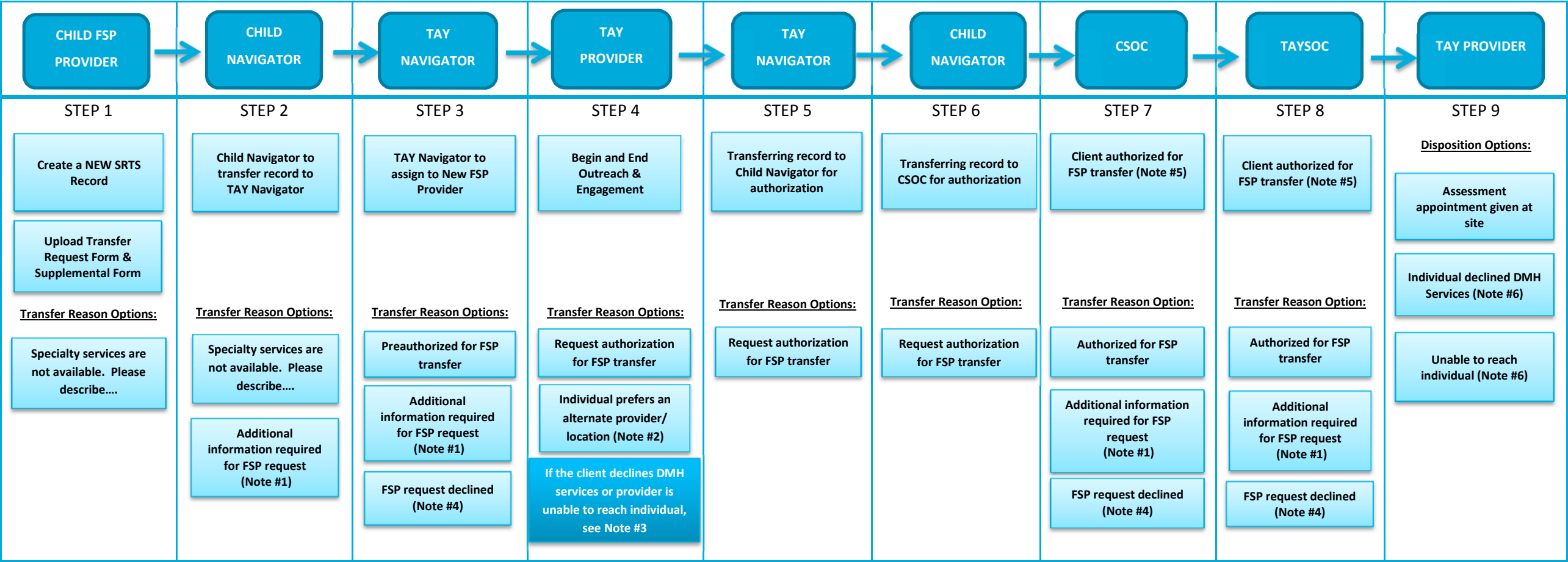


COUNTY OF LOS ANGELES – DEPARTMENT OF MENTAL HEALTH
SERVICE REQUEST TRACKING SYSTEM (SRTS)

CHILDREN’S SYSTEMS OF CARE (CSOC) FULL SERVICE PARTNERSHIP (FSP) SRTS WORKFLOW
TRANSFER FROM CHILD FSP PROVIDER TO TAY FSP PROVIDER



Steps 2 & 3 and Steps 5 & 6 are combined for Navigators that oversee both Child and TAY FSP

- Note #1:** If the Navigator or CSOC needs additional information to determine approval for the request, they will transfer the record back to the FSP Provider or Navigator with the transfer reason of “Additional information required for FSP request.”
- Note #2:** If the client prefers another provider/location, transfer back to the TAY Navigator for linkage.
- Note #3:** If the client declines DMH services or provider is unable to reach individual (discuss referral with navigator), enter a disposition then transfer back to TAY Navigator, then Child Navigator, then Child FSP Provider to start Disenrollment from original authorized record.
- Note #4:** If a request for transfer is declined, TAY Navigator will discuss linkage with FSP Provider.
- Note #5:** TAYSOC will inform CSOC, TAY Navigator and new FSP Provider of successful authorization via email. CSOC will then notify Child SA Navigator and Child FSP Provider of successful linkage of services via email.
- Note #6:** If the FSP Provider selects anything other than “Assessment appointment given at site” as a disposition, they must notify TAYSOC and CSOC and consider Disenrollment or Inactive Status.